CISCO 7962 HANDSET USER GUIDE

ALL BAA TELEPHONE EXTENSION NUMBERS ARE NOW 6 DIGITS.

The old BAA 5 digit extension numbers will no longer work.

Add the following prefix to the existing extension number:

Aberdeen	**68**
BSC	**64**
Edinburgh	**68**
Gatwick	**69**
Glasgow	**62**
Heathrow	**6**
Southampton	**60**
Stansted	**61**

MAKE A CALL

There are a number of ways to make a call. Please choose one of the following:

- Lift handset and dial number required (9 for outside line).
- Press the line key displaying your extension number, and then dial number.
- Press **Speaker** key then dial number.
- Press **NewCall** softkey and dial number.
- With handset down enter the phone number, then press the **Dial** softkey.

Note: As you begin dialling the number, the screen will display any previously dialled matching numbers. If shown, select the number required using the **Navigation** button and press the Dial softkey or lift handset.

- If using a headset, press the **NewCall** softkey and dial number.

Note: If you make a mistake while entering a phone number, press **<<** to erase one or more digits.

- Press the **EndCall** softkey to exit the dialling attempt.

ANSWER A CALL

The light strip at the top of the handset blinks red when the phone rings:

- Lift handset.
- For handsfree mode, press **Speaker** button or press the orange flashing line key.
- If using a headset, press **Headset** button or **Answer** softkey.

To answer a second call when displayed on your handset:

- Press **Answer** softkey and the first call will be placed on hold.

You can now switch between the two calls if required:

- Press **Hold** softkey on the second call.
- Use the **Navigation** button to highlight the first call, press **Resume** softkey.

END A CALL

Choose one of the following options to end your call:

- Replace the handset.
- Press the **EndCall** softkey and replace the handset.
- If on handsfree, press the **Speaker** button or the **EndCall** softkey.
- If using a headset, press the **Headset** button or the **EndCall** softkey.

HOLD A CALL

When connected to a caller:

- Press the **Hold** softkey.
- To retrieve the call, press the **Resume** softkey.
- If multiple calls are on hold, use the **Navigation** button to select the caller you wish to retrieve and press the **Resume** softkey.

Note: Caller will hear repeated beep whilst on hold.

TRANSFER A CALL

Once connected to a call:

- Press **Transfer** softkey. This places the call on hold.

You may wish to announce the call prior to transferring to check the person you are transferring the call to wishes to accept the call.

Announced call transfer

- Dial the required number.
- When the person answers, announce the call.
- Press the **Transfer** softkey to connect the callers and hang up.

Note: If the person does not wish to accept the call, press **EndCall** softkey and **Resume** to retrieve the original caller.

Unannounced call transfer

- Dial the required number.
- When dialled number rings, press the **Transfer** softkey and hang up.

Note: If you make a mistake while entering a number, press **<<** softkey to delete digits.

REDIAL LAST NUMBER

To redial the most recently dialled number:

- Press the **Redial** softkey and lift handset to speak to caller when answered.

To redial a number from Placed call Log:

- Press **Directories** button.
- Use the **Navigation** button to highlight the placed calls menu and the **Select** softkey.
- Use the **Navigation** button to view numbers previously dialled.
- Highlight the number required then press **Dial** softkey or lift the handset.

PICK UP A CALL

When you hear an extension ringing within your pick up group your handset will display the extension number. To pick up the call:

- With handset down, press **more** then the **Pickup** softkey, call will ring on your handset, press **Answer** softkey or lift handset to connect to caller.

CALL FORWARDING

To forward all calls to another number with the handset down:

- Press the **CFwdALL** softkey. You will hear two beeps.
- Enter the number you wish to forward your calls to or press speed dial key if programmed.

Note: If you wish to forward your calls to an external number, remember to place 9 in front of required number for line access. You will know that your call forward is successful as an animated arrow appears above the phone icon in the upper right corner of the LCD screen, and the screen displays forwarding number.

- To cancel the call forwarding, press the **CFwdALL** softkey.

Forward all calls to Voicemail with the handset down:

- Press the **CFwdALL** softkey. You will hear two beeps.
- Press **Messages** button.

You will know that your call forward is successful as an animated arrow appears above the phone icon in the upper right corner of the LCD screen, and the screen displays the message 'Forwarded to voicemail'

- To cancel the call forwarding, press the **CFwdALL** softkey.

BAA

CISCO 7962 HANDSET USER GUIDE

To support your usage of the new telephony system, BAA have developed an online eHelp system, to walk you through performing specific tasks on your new handset.
To access eHelp go to www.baa.com/telecoms or BAA Intranet - IT pages

CALL LOGS

To View Missed, Received or Placed Calls:
- Press the **Directories** button
- Use the **Navigation** button to highlight either the Missed, Received or Placed calls menu option followed by the **Select** softkey.
- Use the **Navigation** button to scroll through call log entries – the date and time of call will be displayed.
- Should you wish to return a call, use the navigation button to **Highlight** the number required and press the **Dial** softkey or lift handset to connect.

Note: If the number you wish to dial is external press the **EditDial** softkey, place a 9 in front of the number and press the **Dial** softkey or Lift handset to connect.

CONFERENCE CALL

When connected to a call:
- Press the **more** softkey and then the **Confrn** softkey to open a new line, this will place the first person on hold.
- Place a call to another number.
- When the call connects, press the **Confrn** softkey again to join the new person to the call.
- This can be repeated for up to 7 callers.

Note: Only the person who started the conference call can add or remove callers.

CONFERENCE LIST

To view a list of conference participants, during the conference call:
- Press the **more** softkey.
- Press **ConfList** softkey to view list of conference participants.
- The initiator of the conference may select a participant and remove them from the call by pressing **Remove** softkey. The attendee list is automatically updated on the initiator handset.
- Press **Exit** softkey to return to normal screen.

Note: Conference call attendees viewing the conference list can press the **Update** softkey to view remaining participants.

MUTE A CALL

A caller on mute hears silence:
- Press the **Mute** button.
- To turn off mute, press the **Mute** button again.

PARK A CALL

You can choose to 'park' a call and pick it up from another extension:
- With a call in progress, press **more** softkey.
- Press **Park** softkey.
- Make a note of the Call Park number displayed and replace the handset.
- Go to the handset you wish to pick the call up on.
- Lift handset and dial the Call Park number and you will be connected immediately to the parked call.

CALLBACK

You can choose to set up an automatic redial when a busy extension becomes available:
- On hearing a busy tone, press the **Callback** softkey.
- Press **Exit** softkey to set callback or **Cancel** if not required.

The system will make you aware when the required extension becomes available by initiating a 'Callback' ringtone on your handset.
- To initiate the call to the required extension, press **Dial** softkey and lift the handset to speak.

DIRECT TRANSFER

With 2 calls on your handset on hold:
- Highlight one and press **Resume** softkey (Advise the caller they are going to be transferred).
- Use the **Navigation** button to highlight the second call still on hold, press **DirTrfr** softkey to connect them together and drop you from the call.

If you want to stay on the line with the callers, use **Join** softkey to create a conference call.

IMMEDIATE DIVERT

Only available to handsets with Voicemail
If a call is ringing on your line but you are unable to answer the call you can choose to divert the call directly to your voicemail:
- Press the **iDivert** softkey.

VOLUME CONTROL

To adjust the handset, speakerphone or headset volume:
- During a call, press the **Volume** button + -
- Press **Save** softkey to apply the new volume level to future calls.

To adjust the ring volume:
- Press the **Volume** button + - while the handset is in its cradle.

HANDSET CONTRAST

- Press the **Settings** button.
- Highlight User Preferences and press the **Select** softkey.
- Highlight Contrast and press the **Select** softkey.
- Press the **Up** and **Down** softkeys to adjust contrast and press the **Save** softkey.
- Press the **Exit** softkey to return to the normal screen.

BAA